

## **TTEC International Pty Ltd. Modern Slavery and Human Trafficking Statement 2024**

This statement outlines **TTEC Holdings Inc.’s** commitment to preventing modern slavery and human trafficking in our business and supply chains (the “Modern Slavery and Human Trafficking Statement”). TTEC Holdings, Inc. is a publicly listed (NASDAQ: TTEC) global company with its principal place of business located at 6312 S. Fiddler’s Green Circle, Suite 100N, Greenwood Village, CO 80111. The Statement applies to TTEC Holdings, Inc. and any of its subsidiaries or affiliates, including but not limited to **TTEC International Pty Ltd.**

TTEC strongly objects to and has zero tolerance for any business practices that support, encourage, or permit slavery and human trafficking in any form. To combat these risks, and to fulfill our responsibility under the relevant legislation, including but not limited to the Modern Slavery Act 2018, we will produce a slavery and human trafficking statement at the end of each financial year setting out the steps we have taken to ensure that slavery and human trafficking are not involved in how we do business or interact with others.

The reporting entity for this report is **TTEC International Pty Ltd.**

### **About TTEC**

**TTEC International Pty Ltd.** is a Company limited by shares that is incorporated and domiciled in Australia under ACN 061 711 804, whose registered address is at Level 10 , 20 Martin Place, Sydney NSW 20000 . **TeleTech Offshore Investments B.V.**, a Company incorporated in the Netherlands, is the Parent Company while **TTEC Holdings, Inc.** is the Ultimate Parent Company (“TTEC”, “the Company”, “we”, “our” or “us”; pronounced “T-TEC”).

TTEC is a leading global customer experience technology and services company focused on the design, implementation, and delivery of transformative customer experience for many of the world’s most iconic and disruptive brands. We deliver outcome-based customer engagement solutions through TTEC Digital, our omnichannel consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients, and TTEC Engage, our delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services.

### **What do we do to prevent slavery and human trafficking?**

We have been proactively taking steps in our company and across our supply chain to minimize and whenever possible to eliminate the risk of slavery and human trafficking in our business. TTEC’s code of business conduct, know as **Ethics Code: How TTEC Does Business** (<https://www.ttec.com/ethics-code>) (the “Code”) sets the standard for how the company interacts with its employees, clients, investors, business partners, competitors, and members of its supply chain. The Code champions doing business in a way that promotes human rights and condemns any forced labor, child labor, and human trafficking practices.

We employ rigorous hiring and sourcing procedures and have implemented robust employment policies and other controls to mitigate the risk of known forms of modern slavery and human

trafficking in our own global business operations. Around the globe we rely on the clear statement of our policy with respect to child labor that can be found in our Code; but in countries where we do business where certain human trafficking or modern slavery practices may be a higher risk we also adopt specific local policies focused on local conditions, like our Child Labor Remediation Policy in the Philippines where we have a significant local presence.

Furthermore, we are closely monitoring legislative developments in relation to prevention of modern slavery and human trafficking to make sure that our internal standards reflect the guidance included in those regulations and meet the highest international canons in that area. Although our industry (technology enabled customer experience solutions), generally, is not known for high risk for modern slavery, forced labour, or human trafficking, we are mindful that the coronavirus (COVID-19) global pandemic and the global macroeconomic downturn that followed presented unprecedented challenges to businesses, governments and society, resulting in the most vulnerable facing extreme hardship and exploitation. Millions of workers in global supply chains have been left unemployed, unpaid and stranded, which increases the risk of their exposure to human rights abuses and modern slavery. Hence at TTEC we understand that our vigilance, standards and controls in this area must be higher than ever.

## **Our Supply Chain**

Members of our supply chain share our values and support our operational requirements. Our business is labor-intensive and therefore wages, employee benefits and employment taxes constitute a significant component of our operating expenses. Additionally, our cost structure is dominated by our capital expenditures for customer experience delivery centers around the globe, investments in latest technology solutions and cybersecurity measures. Our other major purchasing includes facilities operations, hardware, data management and warehousing, telephone and data services, software tools and maintenance, consulting, travel, and merger and integration expenses. We view the risk of human trafficking, slavery, or any type of forced or bonded labor to be low in our supply chain. Nonetheless, TTEC is committed to working closely with our suppliers to ensure that slavery and human trafficking risks are identified and managed proactively. TTEC is managing and mitigating such risks by way of appropriate vendor assessment and selection process aimed at achieving reasonable assurance that none of TTEC's suppliers or vendors, nor their sub-contractors are involved in forced labor or human trafficking practices.

We believe that the business practices of our suppliers reflect on us and our reputation, and we seek to work with those who share our values. We expect our suppliers to comply with laws that apply to their businesses, and to have processes to ensure such compliance. In selecting our suppliers, we undertake due diligence to make sure that they are financially sound and embrace transparent procurement processes, sustainability, fair trade and labor and employment best practices. We require all suppliers to adhere to the principles outlined in the Code and to reconfirm their commitment upon any renewal of their engagements with TTEC. We reserve the right to terminate our relationship with a supplier if issues of noncompliance with our policies are discovered and/or noncompliance is not addressed in a timely manner.

## **Whistleblower Policy**

We take all forms of non-compliance with the Code extremely seriously. We provide a confidential helpline available in all countries (<http://www.ttecwehearyou.com>) for reporting of concerns or violations of our ethics Code or laws. This helpline is available to employees, suppliers, and the

public at large. Those who report are protected against retaliation. TTEC encourages all our employees, clients and business partners to report any concerns related to our direct activities and ways of doing business, as well as our supply chain.

## **Training**

At TTEC we believe that training is a fundamental way of raising awareness and ensuring that people understand the building blocks and concepts that serve as a foundation for issues that are important to how we do business. Therefore, the training focused on our Code and other policies and business practices is a condition of employment at TTEC and is required as part of onboarding with the company and, thereafter, annually or biannually, depending on the role. An essential piece of the Code is a mandate to engage in fair employment practices and report any known or suspected violations.

## **Initiatives**

To ensure an increased level of understanding of the risks of modern slavery and human trafficking, and to mitigate these risks in our business and our supply chain, we continue to implement the following measures:

- We have implemented the TTEC Modern Slavery Policy, which sets out the steps TTEC takes to comply with the UK Modern Slavery Act 2015, the Australia Modern Slavery Act 2018 and all other applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force, and our commitment to acting ethically and with integrity with the aim of preventing opportunities for modern slavery to occur within TTEC and its supply chain.
- We will continue to deliver specific training on modern slavery and human trafficking to employees in the procurement, human capital and operations departments and expanding such training throughout the organization in 2024 and 2025. Our ultimate goal is for all levels of management within TTEC to understand and be responsible for ensuring that those who report to them understand and comply with our policy of zero-tolerance approach to slavery and human trafficking. The responsibility shall extend to ensuring that steps are taken to report and investigate modern slavery and human trafficking issues which are identified, suspected or observed.
- TTEC also continuously endeavours to raise awareness of modern slavery issues in regular staff communications, explaining the basic principles of applicable legislations and informing how employees can identify and prevent slavery and human trafficking by flagging potential slavery or human trafficking issues to the relevant parties within the organization.
- Our Ethics Code requires us to adhere to fair pay practices in all the jurisdictions where we conduct business.
- In addition to requirements for vendors and suppliers stemming from the Code, we intend to develop and adopt a Third-Party Code of Conduct to ensure that the highest ethical standards are reached at all times in all of our dealings with external suppliers and contractors.
- Our Philippines Child Labor Remediation Policy and its applicable controls that reflect the latest international standards shall be extended into a TTEC global policy framework.

- Our standard supplier contract templates have clauses with language expressly requiring compliance with the Modern Slavery Act 2015 and other applicable slavery and human trafficking legislation.
- Our Environmental Social and Governance Report, issued annually and publicly distributed declares our commitment to socially responsible environmentally sustainable business practices.

TTEC International Pty Ltd fully owns and controls **TTEC Solutions New Zealand** (NZBN 9429038750199), a duly registered New Zealand corporation with principal offices in Auckland, New Zealand.

TTEC consults with entities it owns and controls through its regular TTEC Board Meetings which include Environmental, Social and Governance (ESG) dialogues on TTEC's commitment to sustainability, human rights (including proactive vendor management that addresses anti-slavery measures) and governance it has in place to deliver on these commitments.

TTEC likewise runs a global and centralized procurement organization that manages both the Australian and New Zealand entities mentioned above, among others with each procurement team member receiving comprehensive vendor management training, including human trafficking and anti-slavery safeguards.

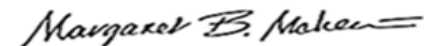
The policies promulgated by TTEC enterprises ESG council and its global procurement organization are implemented across the enterprise including all legal entities owned and controlled by TTEC International Pty Ltd, which is done "in consultation" with but also as a "mandate to" the leadership teams of these entities.

This Statement is issued on the 26 June 2024.

Reviewed and Approved:



MICHELLE SWANBACK  
President, TTEC



MARGARET MCLEAN  
General Counsel and Chief Risk Officer, TTEC

## **TTEC International Pty Ltd.**

Level 10, 20 Martin Place, Sydney NSW 2000 Australia

Minutes of a Meeting of the Board of Directors of the above-named Company held virtually on 21 June 2024.

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**Present:**

William Bowrey

Paul Miller

**In Attendance:**

Elisa Bogert/ Melissa Rivera

**1. Chairman**

Mr Bowrey was appointed Chairman of the Meeting.

All directors present, who were so interested, declared their interest in the discussions under consideration, by virtue of their directorships and shareholding, pursuant to the Corporations Act 2001.

**2. Modern Slavery and Human Trafficking Statement 2024**

A draft of the **Modern Slavery and Human Trafficking Statement** of the Company (for the reporting period of 2024) was presented in the meeting for review and consideration of the Board.


After due consideration, it was:

**“RESOLVED**, that the **TTEC International Pty Ltd. Modern Slavery and Human Trafficking Statement 2024** for the reporting period of 2024 be approved as it is hereby approved;

**Resolved further**, that the submission of the said Modern Slavery and Human Trafficking Statement 2024 be, as it is hereby authorized;


**Resolved finally**, that TTEC Engage President, **Michelle “Shelly” Swanback** and General Counsel and Chief Risk Officer, **Margaret McLean**, be authorized to sign the Modern Slavery and Human Trafficking Statement 2024 on behalf of the Board of Directors of TTEC International Pty Ltd.”

There being no further business the meeting ended.

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**William Bowrey**

Chairman

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**Paul Miller**

Board Member